



Museum of Science & History  
JACKSONVILLE • FLORIDA

## **SPECIAL EVENTS COORDINATOR POSITION DESCRIPTION**

**DEPARTMENT:** SPECIAL EVENTS  
**IMMEDIATE SUPERVISOR:** PUBLIC PROGRAM & EVENTS MANAGER  
**STATUS:** NON-EXEMPT  
**HOURS:** 40 HRS. /WEEK

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### **POSITION PURPOSE:**

Plan, coordinate and schedule meetings, tours, events, programs and rentals. Prepare and negotiate contracts and manage arrangements for vendors, entertainers, caterers, and technical support. Supervise weekend birthday parties.

### **DUTIES AND RESPONSIBILITIES:**

- Will need to attend staff and webinar training to become familiar with MOSH's Altru Point-of-Sale software; will need to demonstrate competency in Event Attendance, Group Sales, Ticketing and Analysis features;
- Help establish upcoming programs;
- Act as Museum liaison to private and corporate groups looking to use Museum space;
- Serving s point of contact for vendors on the day of corporate / private events;
- Facilitate Birthday Parties;
- Coordinate successful and timely setup and tear down of programs, events and birthday parties;
- Act as primary point of accommodation for families;
- Ensure that all rented space is clean and prepared for the customer;
- Liaise with staff and volunteers to ensure that Museum event and program set-up needs are met (AV equipment, supplies, etc.); support furnishing set-up/tear down and communicate janitorial needs to Environmental Services;
- Work with clients to meet rental needs and ensure all required insurance documentation; rental contracts and payments are completed and received;
- Performs other related duties as required.

### **ACCESS REQUIREMENTS:**

Access to all public areas of the Museum; access to support spaces designated by Associate Director of Visitor Services.

## **QUALIFICATIONS:**

To be successful, an individual must be able to perform each job duty satisfactorily.

### ***EDUCATION AND EXPERIENCE***

- High school diploma (College degree desired.)
- 2 years minimum working in customer service;
- 2 years minimum working events, festivals or programs.

### ***SKILLS AND ABILITIES***

- Solid computer skills.
- Highly organized.
- Knowledge of visitor service principles, practices, and procedures; knowledge of arts and/or leisure audiences preferred.
- Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all areas of the public Museum.
- Ability to understand and implement the Museum's mission, activities, services and programs; interpret Museum policies and procedures for the visitor; suggest solutions and initiatives to refine policies and systems.
- Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
- Ability to fix minimal technical issues.
- Ability to lift up to 40 pounds.

### **TIME COMMITMENTS:**

- Flexible 40 hours per week –work schedule determined as needed.

### **DISCLAIMER:**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

**Equal Employment Opportunity:**

MOSH provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs.

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**ACKNOWLEDGMENT**

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

\_\_\_\_\_  
Employee (Print Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee (Signature)